

OPM Questionnaire for VH-34 Position

Instructions for answering the questions in the Occupational Questionnaire:

Please use the following step-by-step instructions as a guide to filling out the required questionnaire. You will need to print the vacancy announcement and refer to it as you answer the questions. You may omit any optional information; however, you must provide responses to all required questions. Be sure to double-check your application before submission.

Social Security Number

Enter your Social Security Number in the space indicated. Providing your Social Security Number is voluntary, however we cannot process your application without it.

Vacancy Identification Number

Enter the Vacancy Identification Number: WA179748

1. Title of Job

Position Title: ASSOCIATE EXAMINER (CAREER INTERN)

2. Biographic Data

All biographic information is required.

3. E-Mail Address

If you would like to be notified by E-mail, please enter your E-mail address in the space provided.

4. Work Information

Leave this section blank.

5. Employment Availability

Questions A through D are required.

Answer with Y for Yes or N for No. Please leave Section E blank.

6. Citizenship

Are you a United States citizen?

7. Background Information

Leave this section blank.

8. Other Information

Gender

This information is collected for statistical purposes only. Darken the circle or click in the box next to the response corresponding to your gender, Male or Female.

9. Languages

Leave this section blank.

10. Lowest Grade

Enter the lowest grade level (05 which is equivalent to VH-34 or 07 which is equivalent to VH-34) you will accept.

11. Miscellaneous Information

Leave this section blank.

12. Special Knowledge

Leave this section blank.

13. Test Location

Leave this section blank.

14. Veterans' Preference Claim

Required. Enter your claim for Veterans' Preference.

15. Dates of Active Duty - Military Service

These dates are required if you have claimed Veterans' Preference unless you have claimed derived Preference (i.e., widows, spouse, etc.)

Please use this format: (mm/dd/yyyy)

16. Availability Date

Leave this section blank.

17. Service Computation Date

Leave this section blank.

18. Other Date Information

Leave this section blank.

19. Job Preference

Leave this section blank.

20. Occupational Specialties

Enter at least one occupational specialty or enter at least one occupational specialty code for this position. The specialty code for this position is:

001 NONE

21. Geographic Availability

Select the geographic location code in which you are interested and will accept employment or enter at least one geographic location code. The location code for this position:

0029 – McLEAN, VA

0056 – DENVER, CO

0067 – DALLAS, TX

22. Transition Assistance Plan

In this section indicate if you are a surplus or displaced Federal employee requesting special priority consideration under the Career Transition Assistance Plan (CTAP) or the Interagency Career Transition Assistance Plan (ICTAP).

Note: To receive consideration for CTAP or ICTAP, you must submit the necessary supporting documentation. Refer to the vacancy announcement for additional information and instructions.

23. Job Related Experience

Leave this section blank.

24. Personal Background Information

APPLICANT RACE AND NATIONAL ORIGIN

The United States District Court for the District of Columbia, in a decree approved in a lawsuit entitled Luevano v. Lachance, Civil Action no. 79-0271, has ordered that Federal Government agencies provide data on the race and national origin of applicants for certain Federal occupations. The position for which you are applying is in one of those occupations. The collection of this information is authorized for use by the Office of Personnel Management only for the purposes of complying with the requirements of the Luevano v. Lachance Decree. The data you supply will be used for statistical analysis pursuant to the requirements of the lawsuit, and will not be shared with employing agencies. You are requested to complete the following, however, submission of this information is voluntary. Your failure to do so will have no effect on the processing of your application for Federal employment.

The categories (items 1-6) below provide descriptions of race and national origins. Select the category with which you identify yourself. If you are of mixed race and/or national origin, select the category with which you most closely identify yourself. Please select only one by shading in the circle next to the number corresponding to the category.

PRIMARY GEOGRAPHIC ZONE

Select the Zone (items 7-15) which includes your first choice for location of employment. This designation is for statistical use only and will not affect your actual consideration for employment. Your geographic area of consideration will be determined by your entries in Section 21, GEOGRAPHIC AVAILABILITY. Please select only one and darken the appropriate circle next to the number corresponding to your selection.

- 1 – American Indian or Alaskan Native — A person having origins in any of the original peoples of North America, and who maintains cultural identification through community recognition or tribal affiliation.

- 2 – Asian or Pacific Islander — A person having origins in any of the original peoples of the Far East, Southeast Asia, the Indian subcontinent, or the Pacific Islands. For example, this area includes China, India, Japan, Korea, the Philippine Islands, and Samoa.
- 3 – Black, not of Hispanic origin — A person having origins in any of the black racial groups of Africa. This does not include persons of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish cultures or origins.
- 4 – Hispanic — A person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish cultures or origins. This does not include persons of Portuguese culture or origin.
- 5 – White, not of Hispanic origin — A person having origins in any of the original peoples of Europe, North America, or the Middle East. This does not include persons of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish cultures or origins.
- 6 – A person not included in another category.
- 7 – ATLANTA ZONE includes Alabama, Florida, Georgia, Mississippi, North Carolina, South Carolina, Tennessee, and Virginia
- 8 – CHICAGO ZONE includes Illinois, Indiana, Iowa, Kansas, Kentucky, Michigan, Minnesota, Missouri, Nebraska, North Dakota, Ohio, South Dakota, West Virginia, and Wisconsin
- 9 – DALLAS ZONE includes Arizona, Arkansas, Colorado, Louisiana, Montana, New Mexico, Oklahoma, Texas, Utah, and Wyoming
- 10 – PHILADELPHIA ZONE includes Connecticut, Delaware, Maine, Maryland, Massachusetts, New Hampshire, New Jersey, New York, Pennsylvania, Rhode Island, and Vermont
- 11 – SAN FRANCISCO ZONE includes California, Idaho, Nevada, Oregon, and Washington
- 12 – ALASKA ZONE includes the State of Alaska
- 13 – CARIBBEAN ZONE includes Puerto Rico and the Virgin Islands
- 14 – HAWAII ZONE includes the State of Hawaii and Pacific overseas area
- 15 – WASHINGTON, DC ZONE - Washington, DC metro area (Charles, Montgomery, and Prince George Counties in MD, Arlington, Fairfax, Prince William, King George, Stafford, and Loudoun Counties and Falls Church, Alexandria, and Fairfax cities in VA) and Atlantic overseas area (African, European, Middle Eastern, Central and South American countries)

25. Occupational Questions

OCCUPATIONAL QUESTIONS – Mark only 1 response for each question.

EDUCATIONAL BACKGROUND AND WORK EXPERIENCE — This section asks you to describe your educational background, your work, and other experiences in specific factors, which relate to job performance. ALL QUESTIONS MUST BE ANSWERED. Record your answers in (Section 25).

1. From the descriptions below, select the letter that describes the education or experience you have that demonstrates your ability to perform VH-34 level work. If your highest level of education is not described below, choose the letter that describes experience or lower level education that you do have. Mark only 1 response.
 - A. I have completed a 4-year course of study leading to a bachelor's degree or I possess a bachelor's degree.

- B. I have completed education beyond the bachelor's degree, e.g., graduate study, master's degree, LL.B., J.D., LL.M., Ph.D.
 - C. I have one year (52 weeks) of specialized experience equivalent to the next lower grade performing the following duties: classifying loans and evaluating credit administration; extracting, compiling, and analyzing institution financial data; evaluating compliance with Federal, state, and local laws; preparing and assembling workpapers; writing summaries of conclusions and recommendations; preparing travel vouchers, and time and attendance reports.
 - D. My work primarily involved maintaining files, routing telephone calls, sorting and distributing mail and tracking.
 - E. I have three years of general experience that demonstrated the ability to analyze problems to identify significant factors, gather pertinent data, and recognize solutions; plan and organize work and communicate effectively orally and in writing.
 - F. I have at least 3 years of post-high school education as described in "A," above, and at least 3 months of experience as described in "C."
 - G. I have less than 4 years of post-high school education or a bachelor's degree and less than the experience described in "E," but I have a combination of education and the type of experience described in "E."
 - H. My education and/or experience are not reflected in any of the above statements.
2. From the descriptions below, select the letter that describes the education or experience you have that demonstrates your ability to perform VH-34 In-range Placement level work. If your highest level of education is not described below, choose the letter that describes experience or lower level education that you do have. Mark only 1 response.
- A. I have a bachelor's degree and superior academic achievement. (Refer to the instructions for information on the Superior Academic Achievement provision.)
 - B. I have one full year of graduate level study, or possess a master's or higher degree, e.g., LL.B., J.D., LL.M., Ph.D., in a field that provided the knowledge, skills, and abilities necessary to do the work. Such fields include business administration, accounting, industrial management, business or commercial law, industrial engineering, financial economics, public administration.
 - C. I have one year (52 weeks) of specialized experience equivalent to the next lower grade performing the following duties: classifying noncomplex loans; evaluating informal controls and credit administration policies; testing loan-file documentation; developing financial information; extracting, compiling, and analyzing institution financial data; evaluating compliance with Federal, state, and local laws; analyzing institution capitalization, earnings, and liquidity; preparing and assembling workpapers; writing summaries of conclusions and report segments; making recommendations; and researching concerns and risks.
 - D. I have at least one year of work experience maintaining files, routing telephone calls, sorting and distributing mail and tracking.
 - E. I have less than the full amount of graduate education described in "B" and less than the amount of the experience described in "C," but I have a combination of the type of education described in "B" and the type of experience described in "C."
 - F. My education and/or experience are not reflected in any of the above statements.

3. Please fill in "A" for this question.
A. A
4. Please fill in "A" for this question.
A. A
5. Please fill in "A" for this question.
A. A

The following questions ask you to describe your educational background, your work, and other experiences in specific areas, which relate to successful job performance. You are to choose one answer to each question from among the alternatives presented. Then, record your answers in Section 25 on Form C beginning at (Item 6). Do not mark more than one answer for each question. Multiple answers will not be counted. Do not omit answers unless instructed to do so. Other omissions may decrease your score.

6. During high school (grades 9 – 12), I made the semester honor roll:
A. never
B. once or twice
C. three or four times
D. five or six times
E. seven or eight times
7. The high school grade I most often received was:
A. A
B. B
C. C
D. D or lower
E. I do not remember

IF YOU DID NOT ATTEND COLLEGE, PLEASE SKIP TO ITEM 9.

8. The college grade I most often received was:
A. A
B. B
C. C
D. D or lower
E. I do not remember
9. In the past three years the number of different paying jobs I have held for more than two weeks is:
A. 7 or more
B. 5 - 6
C. 3 - 4
D. 1 - 2
E. none

10. I have been employed in work similar to that of the job covered by this examination:
 - A. never employed in a similar job
 - B. less than 1 year
 - C. 1 - 2 years
 - D. 3 - 4 years
 - E. over 5 years
11. In the past three years, my primary work experience has been in:
 - A. professional or administrative occupations
 - B. clerical or sales occupations
 - C. service occupations
 - D. trades or labor occupations
 - E. not employed in the past three years
12. On my present or most recent job, my supervisor rated me as:
 - A. outstanding
 - B. above average
 - C. average
 - D. below average
 - E. not employed or received no rating
13. In the past three years the number of jobs I have been fired from is:
 - A. 5 or more
 - B. 3 to 4
 - C. 2
 - D. 1
 - E. none
14. The number of civic or social organizations (which have regular meetings and a defined membership) that I belong to is:
 - A. none
 - B. 1
 - C. 2 or 3
 - D. 4 to 6
 - E. 7 or more
15. In organizations to which I belong, my participation is best described as:
 - A. do not belong to any organizations
 - B. not very active
 - C. a regular member but not an office holder
 - D. have held at least one important office
 - E. have held several important offices
16. My previous supervisors (or teachers if not previously employed) would most likely describe my basic math skills as:
 - A. superior
 - B. above average

- C. average
- D. below average
- E. do not know

ACCOMPLISHMENTS — In this part, you will respond to questions about experiences you have had that are related to the requirements of the job for which you are applying. Please answer YES or NO to each question. Begin marking your responses to the items in this part in Section 25 on Form C beginning at (Item 17). Fill in “A” for YES or “B” for NO. Answer all questions to the best of your ability. Do not answer YES unless you can provide specific examples or documentation as proof that you have had this type of experience. You may be asked to provide such evidence or documentation at a later stage in the selection process. Your responses are subject to verification through background checks, job interviews, or any other information obtained during the application process. Any exaggeration of your experience or any attempt to conceal information can result in your being removed from a Federal job and in barring you from seeking Federal employment in the future. Use the following guidelines to answer these questions:

- (1) Many questions refer to “work” experiences. The word “work” refers to all experiences gained through school, paid employment, military service, voluntary work, and through activities done for professional, charitable, church, community, social, or other organizations, unless otherwise stated.
- (2) Some questions ask for experience in a specific type of setting. For example, if the question says, “Have you done paid work that involved...” then only respond YES if your experience was gained in a paid job.
- (3) Do not include personal or home-related experiences unless the question specifically mentions them.
- (4) Some questions ask about customers or clients. Customers or clients include any individuals who used or received the products or services that you provided, including individuals inside or outside of your organization. Keep in mind that you may have worked with customers or clients in a variety of settings including those listed in guideline #1 above.
- (5) Some questions ask you if you received a grade of B or above on schoolwork. If you were not graded on an A, B, C, D, F scale, use the equivalent of a B or above, that is, an above average grade, on the type of scale on which you were graded. Remember to fill in “A” for YES or “B” for NO.

A – YES
B – NO

- 17. Have you successfully done work where your primary responsibility was to help others work out their problems (for example, worked as a therapist)?
- 18. Have you successfully taught a writing course or worked as a professional journalist, editor, or writer?
- 19. Have you successfully done work that regularly involved using computer software to run a payroll, accounting, or inventory system, or to record or track other quantitative information?

20. Have you performed home repairs that involved determining the specific problem, determining how to make the repair, and successfully completing the repair (for example, fixed a leaking faucet, re-shingled a roof, etc.)?
21. Have you submitted articles or similar types of written work that were published in a professional, trade, or scholarly journal or in a nationally recognized newspaper or magazine?
22. Have you successfully completed a complex research project that included collecting and analyzing information, and reporting conclusions or recommendations?
23. Have you developed a formal mechanism to learn more about a problem (for example, developed a survey, conducted interviews or focus groups, etc.)?
24. Have you successfully planned or monitored a large-scale project or program that involved several steps that were carried out over an extended period of time?
25. Have you participated in training classes, workshops, or seminars outside of school that helped you improve your self-management skills (for example, time management, goal setting, career development, etc.)?
26. Have you received formal recognition for providing good service to customers or clients (for example, received an award, a letter of commendation, an excellent performance appraisal rating, etc.)?
27. Have you readily rearranged many of your priorities and much of your schedule to accommodate an unplanned change that had a short-term impact on you (for example, took on additional work for a co-worker who was absent due to a minor illness, rescheduled all final examinations due to a death in the family, etc.)?
28. Have you successfully done work, not including computer applications classes, that regularly involved using statistical software programs to analyze data?
29. Have you submitted articles or similar types of written work that were published in a local newspaper, nationally distributed newsletter, or similar type of publication?
30. Have you successfully done work that regularly involved being on duty by yourself, or completing nonroutine assignments with minimal or no close supervision?
31. Have you worked on several major assignments or projects at the same time with minimal supervision and completed the work on time or ahead of schedule?
32. Have you participated in training classes, workshops, or seminars outside of school that helped you improve your computer skills?
33. Have you suggested or made changes to products or procedures that resulted in better meeting customer needs?

34. Have you successfully done work that required you to keep enough cash on hand or maintain an adequate stock of supplies, equipment, or merchandise?
35. Have you successfully provided good customer service while constantly working under difficult time constraints (for example, worked in a fast-food restaurant, worked as a stockbroker, etc.)?
36. Have you successfully done work where one of your primary responsibilities was to solve customer problems (for example, provided support services for customers with software problems)?
37. Have you successfully taught a computer programming or software applications course?
38. Have you successfully done work, not including computer applications classes, that regularly involved using desktop publishing software to develop page layouts, create illustrations, etc.?
39. Have you received a grade of B or above on essays or reports written for high school classes?
40. Have you often been asked to proofread or edit the writing of others for content, punctuation, spelling, and grammar?
41. Have you successfully done work that only occasionally involved helping others work out their problems (for example, worked as a resident advisor in a dorm, camp counselor, etc.)?
42. Have you written a play, script, or novel that was sold, published, or produced?
43. Have you successfully done work that regularly involved planning, prioritizing, scheduling, and monitoring work for 10 or more people?
44. Have you successfully provided quality service to many different customers or clients with whom you interacted only briefly (for example, worked as a receptionist, bank teller, cashier, waiter/waitress, etc.)?
45. Have you completed assignments on time and maintained an overall grade point average of 3.0 or higher on a 4.0 scale in post-high school courses while carrying a full course load?
46. Have you successfully done work that frequently required you to present nontechnical information at briefings, meetings, conferences, or hearings?
47. Have you successfully dealt with a disruption to regular operations in a way that allowed for completion of the work or continuation of a noncritical service?
48. Have you been given additional responsibilities because of your ability to organize and complete your regular work more quickly than expected?

49. Have you successfully done work that regularly involved relaying messages to co-workers, or providing information or giving simple instructions to customers or the public, either in person or by telephone (for example, worked as a receptionist, dispatcher, etc.)?
50. Have you successfully done work where your primary responsibility involved interacting with current or potential customers or clients for the purpose of selling a product or service?
51. Do you regularly monitor your progress toward achieving your career goals (for example, by initiating discussions about your career goals with your supervisor, employee counselor, mentor, etc.)?
52. Have you received favorable feedback for oral presentations you have given to management or other officials, or to the public (for example, for speaking at religious services, performing in theatrical productions, etc.)?
53. Have you participated in training classes, workshops, or seminars outside of school that helped you improve your customer service skills?
54. Have you successfully completed a large-scale project (lasting several months or longer) on or ahead of schedule with minimal supervision?
55. Have you received favorable feedback about your ability to provide oral instructions or on-the-job training to others, or about your ability to instruct or coach others in athletic, leisure, or community activities?
56. Have you successfully done work that regularly required you to modify plans to accommodate unexpected assignments or to respond to changing workloads, priorities, or deadlines?
57. Have you successfully done work that regularly involved interacting or coordinating with people outside of your immediate work group (for example, people from other offices, departments, organizations, etc.)?
58. Have you successfully done work where you were responsible for determining appropriate treatment or rehabilitation programs (for example, worked as a probation/parole officer, social worker, counselor, etc.)?
59. Have you successfully worked in a newly created organization that was still in the process of establishing its policies and procedures?
60. Have you successfully done work that regularly involved answering questions, gathering nonsensitive information, or providing assistance to others, either in person or by telephone?
61. Have you successfully done work that regularly involved planning, prioritizing, scheduling, and monitoring work for fewer than 10 people?
62. Have you successfully planned an event such as a conference, fund-raiser, etc.?

63. Have you served on a decision-making board or committee (for example, student governing board, planning board, homeowners' association board, etc.)?
64. Have you successfully done paid work that regularly involved troubleshooting and resolving problems with equipment or systems (for example, appliances, vehicles, machinery, computer or electrical systems, etc.)?
65. Have you successfully done work where your supervisor regularly relied on you to make decisions while he or she was in meetings or out of the office?
66. Have you successfully done work that regularly involved installing or configuring software on stand-alone PCs or network systems?
67. Have you successfully done work that constantly required you to work under difficult time constraints?
68. Since high school, have you received a grade of B or above in oral communication classes (for example, speech, public speaking, theater, etc.) or participated in activities that improved your oral communication skills (for example, training classes, workshops, seminars, debate team, speech club, etc.)?
69. Have you successfully done work where you regularly completed routine work assignments with minimal supervision?
70. Have you successfully done work where your primary responsibility was to handle customers' problems or complaints, or where you were required to deal with customer complaints that could not be resolved by lower level employees?
71. Have you received a grade of B or above in school-related computer courses taken since high school (for example, courses in word processing, programming, etc.)?
72. Have you written articles or similar types of work that have been included in a school newspaper, community newsletter, or similar type of publication?
73. Have you successfully done work that regularly involved interacting with customers, clients, co-workers, or supervisors who were especially difficult to get along with?
74. Have you successfully done work that required you to identify what a customer or client needs?
75. Have you successfully done work that regularly involved manipulating data in a computer database (for example, importing, exporting, merging, updating, sorting data, etc.)?
76. Have you successfully done work that regularly involved deciding how to handle disorderly people or situations?

77. Have you owned and successfully managed your own profit-making business?
78. Have you successfully created computerized databases to organize information?
79. Have you successfully done work, not including schoolwork, that required you to juggle several assignments or projects at the same time?
80. Have you successfully done work that regularly involved interacting with or counseling people with special needs or problems (for example, hospital patients, psychiatric patients, prisoners, people who are elderly or disabled, etc.)?
81. Since high school, have you received a grade of B or above in writing courses (for example, composition, creative writing, journalism, etc.) or on essays, reports, or term papers written for school courses that were not focused on writing skills (for example, history, geography, psychology, etc.)?
82. Have you successfully solved problems that occurred because of a critical emergency or a disruption of a life-saving operation, with very few resources or guidelines (for example, solved problems related to a natural disaster, a power outage in a hospital, etc.)?
83. Have you successfully done work that regularly required you to respond or react quickly in emergency situations (for example, combat duty, firefighting, rescue work, police work, natural disaster relief, etc.)?
84. Have you successfully done work that regularly involved interacting with people, other than your co-workers, from a foreign country or from different ethnic or cultural backgrounds?
85. Have you successfully done work that involved writing technical or legal reports, or translating technical or other complex material into language that was more easily understood?
86. Have you received favorable feedback about your interpersonal skills when serving as a leader, instructor, or supervisor for academic, religious, community, sports, leisure, or work activities?
87. Have you successfully done work that involved deciding which supplies, equipment, or merchandise to purchase for a group or organization?
88. Have you successfully done work that regularly involved answering questions, demonstrating a product or service, or providing assistance to customers, clients, or the public?
89. Have you received a grade of B or above in school courses, taken since high school, with a strong emphasis on interpersonal skills (for example, customer relations, counseling, etc.)?
90. Have you done work that involved writing brochures, press releases, or speeches?

91. Have you made decisions that turned an unprofitable business into a profit-making operation?
92. Have you successfully planned activities for nonwork groups (for example, athletic teams, professional associations, church groups, etc.)?
93. Have you earned a degree in an area of study related to oral communication (for example, speech communication, broadcast journalism, etc.)? (Answer YES to this question if you anticipate receiving this degree within the next 9 months.)
94. Have you successfully done work that regularly involved informally providing oral explanations of technical information or other complex information, such as regulations, policies, or procedures?
95. Have you successfully done work that involved reviewing various contract proposals or contract bids to determine which one to select?
96. Have you successfully determined space layouts or assignments for equipment, furniture, displays, etc.?
97. Have you successfully done work that regularly required you to determine resource requirements or monitor the use of resources (for example, staff, space, equipment, supplies, materials, etc.)?
98. Have you successfully done work that regularly required you to make quick decisions where the consequences were critical (for example, worked as a 911 operator, on an ambulance squad, etc.)?
99. Have you broken a sales record or a similar record, regularly exceeded quotas or similar productivity standards, or received formal recognition for doing work that surpassed what was expected (for example, received a certificate of appreciation, bonus, etc.)?
100. Have you successfully owned or managed a business, or done paid work as a contractor or consultant, where business depended on establishing and maintaining good customer relations?
101. Have you, on short notice, successfully assumed another person's duties without the extensive training or preparation that typically is required to perform the duties?
102. Have you successfully done work that regularly involved making decisions about disclosure of sensitive or confidential information?
103. Have you successfully done work of an emergency nature that required you to be flexible about being on call, working for indefinite periods of time, etc. (for example, worked as a criminal investigator, emergency medical technician, firefighter, etc.)?

104. Have you received formal recognition for your oral communication skills (for example, received certification from Toastmasters International, won a speech contest or debate tournament, etc.)?
105. Have you successfully done work of a nonemergency nature that required you to be flexible about being on call, frequently changing work hours or locations, etc. (for example, worked as a substitute teacher, worked as a “temp” for a temporary agency, etc.)?
106. Have you successfully done work that often required you to accommodate last minute requests from customers or clients or to provide quality service in situations where timeliness is critical (for example, worked as a courier or travel agent, worked in newspaper publishing, etc.)?
107. Have you successfully remained friendly and polite while briefly interacting with many different clients or customers (for example, worked as a receptionist, bank teller, cashier, waiter/waitress, sales clerk, etc.)?
108. Have you identified and solved a problem with a procedure, product, or service that benefited the organization (for example, saved the organization time or money, increased sales, reduced errors, etc.)?
109. Have you willingly changed routine tasks to accommodate new systems, policies, or procedures (for example, changed to a new filing system, computer system, financial record-keeping system, etc.)?
110. Have you readily rearranged virtually all of your priorities and much of your schedule to accommodate a sudden major change, problem, or setback that had a relatively long-term impact on you (for example, assumed the duties of another staff member who quit unexpectedly, took in an elderly parent who suddenly became ill, etc.)?
111. Have you taken the initiative to learn new skills or acquire additional knowledge that improved your performance at work or school, or in leisure activities?
112. Have you successfully reviewed and evaluated forms, applications, documents, or other information, not including contract proposals or bids, to make determinations (for example, to determine approval or denial of loans, eligibility for claims, etc.)?
113. Have you formally taught, instructed, or trained others in educational or occupational settings and received favorable feedback about your ability to do so?
114. Have you successfully done work, not including schoolwork, that regularly involved receiving varied assignments on short notice that needed to be handled immediately?
115. Have you successfully worked closely with a client over an extended period of time to complete a project or resolve a problem?
116. Have you written procedures or instructions that others have followed successfully (for example, instruction manuals, survey instructions, training materials, etc.)?

117. Have you successfully responded to external changes that impacted a business you owned or managed (for example, responded to changes in the market, new laws, etc.)?
118. Have you successfully done work that involved making personnel decisions (for example, who to hire, promote, or discipline) or deciding how to allocate equipment, materials, staff, etc.?
119. Have you received a grade of B or above in high school computer classes (for example, classes in word processing, graphics, programming, etc.)?
120. Have you received formal recognition for your ability to work well with others (for example, received a letter of recommendation or appreciation, an excellent performance appraisal rating, etc.)?
121. Have you successfully planned for and started a new business or opened a new store?
122. Have you received a grade of B or above in school courses, taken since high school, that emphasized problem solving (for example, logic, computer programming, etc.)?
123. Have you successfully done work that regularly involved conducting quality checks or following up with customers or clients to ensure satisfaction with a product or service?
124. Have you successfully done work, not including computer applications classes, that regularly involved using graphics software to create and edit charts, tables, or graphs?
125. Have you successfully done work, not including computer programming classes, that regularly involved writing or debugging computer programs?
126. Have you successfully done work that regularly involved deciding how best to use the strengths of team members (for example, deciding who to assign to various projects, which player to put in each position, etc.)?
127. Have you successfully completed a small-scale project (lasting several days or weeks) on or ahead of schedule with minimal supervision?
128. Have you successfully written reports that presented facts, findings, logical conclusions, and persuasive arguments (for example, wrote a thesis, briefing papers, policy papers, complex research papers, etc.)?
129. Have you received formal recognition for solving a work-related problem (for example, received an award, a letter of commendation, etc.)?
130. Have you successfully done work, not including computer applications classes, that regularly involved using word processing software to create, edit, and format documents or correspondence?

131. Have you received formal recognition for your written work (for example, received an award, letter of commendation, excellent performance appraisal rating, etc.)?
132. Have you successfully developed an automated system that improved accuracy, efficiency, or productivity?
133. Have you successfully taught self-management skills (for example, time management, goal setting, career development, etc.)?
134. Have you successfully done work that regularly involved planning, prioritizing, and monitoring your own work?
135. Have you successfully completed a long-term project outside of work where you were solely responsible for doing the work (for example, completed a thesis, wrote a book that was published, prepared a horse for competition that won a ribbon, restored an antique car, etc.)?
136. Have you successfully done work that regularly required you to lead or facilitate briefings, meetings, or conferences, or formally present technical or other complex information to others?
137. Have you received a grade of B or above on oral presentations made for school courses, taken since high school, that did not focus on oral communication skills (for example, history, sociology, etc.), or for any oral presentations made for high school?
138. Have you done work that required you to travel frequently, unexpectedly, or for an indefinite period of time?
139. Have you designed or developed something, on your own initiative, to help you or other employees better complete assignments (for example, designed a training manual)?
140. Have you successfully done work that regularly involved verifying the accuracy of information or the relevance of information to a problem or a situation (for example, investigative work)?
141. Have you been requested to take on additional responsibilities because of your ability to manage your own work effectively?
142. Have you successfully provided quality service to people with special needs or problems (for example, worked in a hospital, halfway house, special education program, etc.)?
143. Have you willingly rearranged many of your priorities and much of your schedule to accommodate a major, planned change that had a long-term impact on you (for example, worked overtime for several months to implement a new system on schedule, had extensive renovations done on your house that required you to live elsewhere, etc.)?
144. Have you successfully taught a course that focused on interpersonal skills (for example, customer relations, counseling, etc.)?

145. Have you done work where regularly you were responsible for dealing with disruptions that impacted a group of people (for example, rowdy behavior at a public pool, weather changes at a camp, altercations in a prison, etc.)?
146. Have you made presentations where you successfully persuaded someone to do something (for example, support a project, accept your recommendations, purchase a product or service, etc.)?
147. Have you successfully done work that regularly involved determining appropriate products or services for customers or clients?
148. Have you successfully remained courteous and tactful while enforcing laws or policies or helping customers, clients, or members of the public who were hostile or upset, not including handling customer complaints (for example, worked in a crisis center, worked as a police officer, parole officer, park ranger, etc.)?
149. Have you successfully done work that regularly involved discussing sensitive information with others, or interviewing or surveying people, either in person or by telephone, to gather information they were reluctant to give?
150. Have you devised a strategy to overcome a major setback that successfully enabled you to complete a project on time or within budget?
151. Have you successfully remained polite and tactful while doing work where one of your primary responsibilities was to handle customer problems or complaints (for example, worked as a customer service representative)?
152. Have you successfully coordinated work, school, and/or family responsibilities under especially difficult circumstances (for example, you and your spouse worked full time while raising young children, you went to school full time and worked more than 20 hours per week, you worked full time while caring for an elderly parent, etc.)?
153. Have you successfully done work that regularly involved listening carefully to others to understand a need, problem, or situation (for example, investigative work, counseling, etc.)?
154. Have you successfully done work that regularly involved composing letters or writing reports containing several short paragraphs, such as investigation reports, accident reports, performance evaluations, etc.?
155. Have you successfully done work that required you to interact with people at many levels in an organization?
156. Have you successfully done work that only occasionally required you to present information at briefings, meetings, conferences, or hearings?